

SUPPORT SERVICES

Samaritans

Samaritans offer confidential emotional support 24 hours a day, 7 days a week
<https://www.samaritans.org/how-we-can-help/contact-samaritan/talk-us-phone/>

Telephone (free): 116 123

Email: jo@samaritans.org

SANE line

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. The service is open every day of the year from 4.30pm to 10.30pm.

The helpline is a confidential service for those aged 16 or over.

A text service is also available.

<http://www.sane.org.uk/>

Telephone: 0300 304 7000.

Self-help information

You can access self help support and guidance via the self help website here:

<http://www.getselfhelp.co.uk>

Contact information for a wide range of support services is available here:

<https://www.getselfhelp.co.uk/helplines.htm>

Emergency and Acute Services

NHS 111 (NHS non-emergency number): call 111 or call 18001 111 to get support via text. Call this number 365 days a year, 24 hours if you feel you need to go to A&E.

If in immediate risk, call 999 or go to A&E.

CRISIS SUPPORT FOR ADULTS (AGE +18)

For Turning Point

The Turning Point crisis service operates between 8a.m. and midnight and is accessible by telephone.

Turning point can provide residential or one to one support directly
<https://www.turning-point.co.uk/>

Telephone: 0161 238 5149

Mental Health Home Treatment Teams

Mental Health Home Treatment Teams provide an alternative to inpatient care by offering intensive community support. The aim of the service is to engage with anyone who is in crisis while reducing the degree of disruption to their lives and offering clear information to promote choice.

Telephone: 0161 271 0635 (Central Manchester)

0161 271 0306 (North Manchester)

0161 271 0278 (South Manchester)

Greater Manchester Mental Health Team

For individuals who are already in receipt of services from Greater Manchester Mental Health Trust, there is an out of hours service contact number.

<https://www.gmmh.nhs.uk/out-of-hours-helpline-crisis/>

Telephone: 0161 271 0450 (phone number for Manchester residents)

**CRISIS SUPPORT FOR CHILDREN AND YOUNG PEOPLE
(UP TO THE AGE OF 25 YEARS)**

Childline

Childline offer free 24-hour counselling for children and young people. You can contact Childline about anything. No problem is too big or too small. Whatever your worry it's better out than in.

Telephone: 0800 1111

Email via their website: www.childline.org.uk if you are aged 18 or under.

Papyrus

HOPELine is a specialist telephone service staffed by trained professionals who give non-judgemental support and advice to:

- Children, teenagers and young people up to the age of 35 who are worried about how they are feeling;
- Anyone who is concerned about a young person.

Their opening hours are Mon-Fri 10am-10pm, weekends 2pm-10pm and bank holidays 2pm-5pm.

Telephone: 0800 068 41 41

Email pat@papyrus-uk.org

Text 07786 209697

KOOTH

KOOTH.com (a service commissioned by Manchester Health and Care Commissioning) is open 7 days a week and the messaging, self-help features, information & forums are available 24 hours a day. The one-to-one counselling is available to children and young people from 12 noon to 10pm, Monday to Friday and 6pm to 10pm at weekends.

Website: <https://www.kooth.com/>

Child and Adolescent Mental Health Services (CAMHS)

If you need medical help or you are worried about a young person's mental health, you should make an emergency GP appointment or if 'out of hours' attend an NHS 'walk-in' service. If you are in crisis and you are feeling like you might hurt yourself, you can walk in to any A&E for immediate support.

Sometimes people are in crisis because they are experiencing low mood, severe anxiety, upsetting memories and distressing life circumstances. These may sometimes develop alongside conditions present from birth. CAMHS can offer assessment and treatment of mental health conditions. There will be a duty worker available Monday-Friday from 9-5pm. Out of hours in A&E there are CAMHS staff who can work as part of the team working with people in crisis.